

Pre and Post Hurricane Management – Park Manager

Hurricanes are very unpredictable. You must always prepare for the worst and hope for the best. There is much to prepare for and just as much if not more to clean up after.

Favorably, there is time to prepare, but you must act as soon as possible.

Preparing is key:

- Make sure all common ground items are secure or put away and it is best to complete an entire area before moving to the next space. All garden hoses must be disconnected from faucets throughout the park, both common ground and individual units. Use park sandbags in all areas prone to flooding. Double checking everything as close to the storm as a last-minute prep is a must in case something was missed.

Outside Preparation is to be completed first.

- **Office/Post Office**
 - ❖ **Back porch** items should be tightly against, tucked in or tied together between the building and shed, fence and shed. Any items around the sliding glass door and trash area should be added to this space, such as containers for the aluminum cans, tabs, batteries, other objects sitting in this area.
 - ❖ **Trash area** items such as shovels and brooms hanging on the fence should be laying down behind extra steps or under the trash containers. The recycling and trash props for the lids, should be laying down behind the dumpsters. Any Rubbermaid type containers should be weighed with bricks or something inside to hold down.
 - ❖ **Front Porch/Post Office** items that are not secure should be brought inside, including all flags, step stool, welcome mats and anything else that is not secure.
- **Bath Houses**
 - ❖ **Bath Houses 2 and 3** need to be open and cleaned for shelter, they should be stocked with extra toilet paper and paper towels. There is nothing to be secured outside these two buildings.
 - ❖ **Bath House 1/ Laundry / Maintenance Sheds** Bath House 1 and Laundry must be open and clean for shelter. All items such as the garbage can, ladders, wheel barrows and carts must be placed inside the sheds or the large cargo carts may be turned upside down between the stand alone shed and bath

house.
IN CASE 11.

8/12/11
JFF

- **Club House/Shuffleboard/Glass House**
 - ❖ **Recreational Area** all light items such as all mats, aluminum or plastic trash cans, pool furniture and grill must be brought inside. Extra lounge chairs, tables and umbrellas on the patio at the pool should be gathered and placed tightly in the corner of the overhang and secured. All life rings from the pool area and the docks, pool noodles, pool tools should be placed in or beside the container under the steps or stored inside the utility closet.
- **Overflow/Individual Units**
 - ❖ **Overflow** should be secured, including kayaks on all racks. Any items around the sheds should be tucked in or weighed down.
 - ❖ **Individual Units** any items that are not already secure, must be tucked away or secured to the unit. Securing several items to each other to create weight and placing in a tight spot is sufficient. Items that cannot be secured, it will be trashed.
- **Overall Common Areas**
 - ❖ Benches, swings, bicycle racks, metal garbage cans and picnic tables can remain in their spot, however, they should be laid down or turned upside down as the wind will pass through them rather than pick up.

Inside Preparation

- **Office**
 - ❖ **Paperwork** Every person on the property must have the proper paperwork and information for shelters immediately. Residents need to know where they can shelter, both on and off site.
 - ❖ **All files** are backed up and placed in the fire-proof safe and a copy made to be placed off site.
- **Club House Shelter**
 - ❖ **Lounge Chairs** should be clean and ready for set up. The bathrooms should be cleaned and stocked with extra toilet paper and paper towels.
 - ❖ **Billiard Room** there should be
 - Batteries, AA, C and D
 - Emergency Exit Lights should be in working order

- First Aid Kit
- Hand Sanitizer
- Sanitizing Wipes
- Garbage Bags
- Paper Towels
- Water
- Residents will have their own personal items and will also bring snacks and drinks.

who will remain on site must be compiled. The police will pick it up usually as close to the storm as possible within a day. This is for search and rescue purposes. Although they only require onsite residents, I want to know where members are going off site.

The list must have the following information:

- Name and Address of facility
- Date compiled
- Breakdown of Shelter Areas
 - Club House, Bath House, Shelter in place
 - Shelter in place includes name and unit #
- Names of all residents for that shelter

See List Example Attached

Final Preparation

Always double check all areas to be safe and all items are contained.

Always double check the shelter the residents are seeking, they may change their minds and always know their back up plan. Someone may say they are remaining in their home but if they decided to flee, you need to know where.

I, personally, do not leave the property until I know all is safe, secure and have a plan.

Post Hurricane

- **Check Residents/Property**
 - Check to make sure everyone is ok, usually there is communication as long as it is available during the storm.
 - Investigate property for overall damage.
- **Assess/Contact**
 - Any unit with extensive damage will be contacted immediately after assessed and as long as communications lines are open to do so.
 - Beginning with unit # 1, continuing in numerical order pictures are taken and owners are contacted.
 - Pictured first is house number and then all damages that are visible for that unit will be photographed.
 - If the damage is concerning and visible, we will go inside the unit and look for damage, but only if visible.
 - We have had access to quick drone pictures recently
 - Anything that is an easy fix such as skirting needing popped into place or a panel needing tacked down, it will be taken care of.

Cleaning Up

- **All debris**, throughout the property is cleaned up. Everyone in the park comes together and cleans up. All salvageable pieces of skirting, siding and gutter is returned to the correct unit or placed at the office for future use. Destroyed items are discarded.
 - All aluminum not salvageable is contained in a safe place and is recycled as soon as possible
- **All tree debris** is cleaned up and disposed of according to the situation.

HURRICANE CHECK LIST

Hurricane season begins June 1 and ends November 30. They are very unpredictable when it comes to their path as they can change course at any time, so it is always good to be prepared. Fortunately, there is time to prepare, unlike tornadoes or other disasters, you have days to prepare.

Prepare for a hurricane:

All outside objects must be taken inside or tied down and very secure. This means making sure all items that cannot be taken inside must be placed between tight spaces, under your unit or secured to your unit. All items can become missiles of destruction.

All awnings should be down and secured to your unit.

Have a plan! You may choose to stay in your unit, go to a shelter or you may want to take cover in the Club House basement. We DO NOT FORCE anyone to leave, however, IF IT IS ANNOUNCED that a mandatory evacuation is announced, we would prefer that you do take shelter outside your home. There are pet friendly shelters and you must register in order to ensure your spot. We NO longer allow you to take your pet to the Club House lower level. It helps to speak with others who have experienced storms in the past, so that you may get extra information or advice.

Make sure you are stocked up on.....

If you go to the Club House you may want these items. The lounge chairs make great beds and we do have the use of a generator which will run a radio, coffee pot, fan and phone chargers. Cold water will be available for showers and bathroom use.

Ice/cooler

Water/drinks

Batteries

Snacks

Flashlights

Phone /charger

Bedding/pillows

Extra clothing/toiletries

Again, you have time to prepare and gather your items prior to the storm. We have the bathrooms stocked extra with toilet paper, paper towels, hand sanitizer, etc. for you.

Shelters may be limited on space, therefore, check prior to your arrival.

08/2024

Communications (Kerry Jan 2025)(Revised)

Pre- emergency:

Set a date to sign people up with Alert Polk/Smart 911 app.
They send alerts to landlines as well as cell phones or email.
Help people with special needs and pets preregister for shelters

Via HRVR newsletter and coffee/announcements remind people at the end of the season to make sure they do not leave anything outside of their units that can cause damage or injury to others and their units.

Identify the emergency

We will communicate clearly to the community how emergencies will be handled and that they will be contacted by a zone leader and know who that person is.
A standard statement will be formulated for each situation and this same statement will be the message sent to residents by their zone leaders.
The park manager will contact the EPC chair who will then contact the 6 zone leaders who in turn will reach out to the people in their zone via phone call or visit if no response.
Perhaps leaving a call card at the door would be wise if there is no one home.
The contact list should keep track of those that were able to be reached and those that were not.
Zone leaders follow up with EPC chair to list people that were not able to be contacted.
EPC chair will tell the park manager
Ask people to let zone leader know if they vacate the park

During emergency:

Shelter in place

Post Emergency:

Potentially no electricity, internet and/or cell service/data
Zone leaders to contact residents in their zone to see if they are okay and relay info back to the EPC chair
If some residents find they have cell/data service let their zone leader know and perhaps this can be briefly shared with others to let their families know that they are safe.

01/2025


What to Do in a Chemical Spill

From Axel N Gonzalez <axelng63@gmail.com>

Date Thu 1/16/2025 7:32 AM

To Sue Bush <bushs53@yahoo.com>; Kerry Cahill <4kerryus@gmail.com>; Victoria Dawson <scoochover74@gmail.com>; Tammy Anthis <tanthis58@gmail.com>; Heartland RV Resort Renae Porter <heartlandrvresort@gmail.com>

What to do in a Chemical Emergency

 ConsumerNotice.org



Stay Informed



Contact Loved Ones



Avoid The Area



Wash Your Hands And
Clothes



Follow Official
Instructions



Wear Protective
Clothing



Stay Alert For
Symptoms



Seek Emotional
Support



Avoid Consuming
Contaminated Food Or
Water

01/2025

Extreme Heat

Preparedness Checklist

An extreme heat event is a series of hot days, much hotter than average for a particular time and place. Extreme heat is deadly and kills more people than any other weather event. Climate change is making extreme heat events more frequent, more severe and last longer. But we can take action to prepare. Prepare now to protect yourself and your loved ones.

What to Do: Before



Learn How to Stay Hydrated

You need to drink enough water to prevent heat illness. An average person needs to drink about 3/4 of a gallon of water daily. Everyone's needs may vary.

- You can check that you are getting enough water by noting your urine color. Dark yellow may indicate you are not drinking enough.
- Avoid sugary, caffeinated and alcoholic drinks.
- If you are sweating a lot, combine water with snacks or a sports drink to replace the salt and minerals you lose in sweat.
- Talk to your doctor about how to prepare if you have a medical condition or are taking medicines.



Gather Emergency Supplies

Gather food, water and medicine. Stores might be closed. Organize supplies into a Go-Kit and a Stay-at-Home Kit. In the event of a power outage, you may lose access to clean drinking water. Set aside at least one gallon of drinking water per person per day. Consider adding drinks with electrolytes. Include sunscreen and wide-brimmed hats.

- Go-Kit: at least three days of supplies that you can carry with you. Include backup batteries and chargers for your devices (cell phone, CPAP, wheelchair, etc.)
- Stay-at-Home Kit: at least two weeks of supplies.
- Have a 1-month supply of medication in a child-proof container and medical supplies or equipment.
- Keep personal, financial and medical records safe and easy to access (hard copies or securely backed up)
- Consider keeping a list of your medications and dosages on a small card to carry with you.



Make a Plan to Stay Cool

Do not rely only on electric fans during extreme heat. When temperatures are in the high 90s, fans may not prevent heat-related illness. Taking a cool shower or bath or moving to an air-conditioned place is a much better way to cool off.

- Spending a few hours each day in air conditioning can help prevent heat illness.
 - If you have air conditioning, be sure that it is in working order.
 - If you do not have air conditioning or if there is a power outage, find locations where you can stay cool. For example, a public library, shopping mall or a public cooling center. Plan how you will get there.
 - Additional resources may be available from local government or community groups.
- Make sure you have plenty of lightweight, loose clothing to wear.
- Create a support team of people you may assist and who can assist you. Check in with them often to make sure that everyone is safe.



Learn Emergency Skills

- Learn how to recognize and respond to heat illness.
- Learn First Aid and CPR.
- Be ready to live without power. Utilities may be offline. Be ready to live without power, gas and water. Plan for your electrical needs, including cell phones and medical equipment. Talk to your doctor. Plan for backup power



Plan to Stay Connected

- Sign up for free emergency alerts from your local government.
- Plan to monitor local weather and news.
- Have a backup battery or a way to charge your cell phone.
- Have a battery-powered radio during a power outage.
- Understand the types of alerts you may receive and plan to respond when you receive them.
- A WATCH means **Be Prepared!** A WARNING means **Take Action!**

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What to Do: During



Stay Hydrated

- Drink plenty of fluids. Encourage others to drink plenty of fluids, too.
- Replace salt and minerals with snacks or a sports drink.



Prevent Heat Illness

Check on your friends, family and neighbors. Help them prevent heat illness. Act fast if you notice someone with symptoms.

Anyone can develop heat illness. But, people at greater risk are:

- Older adults
- Infants, children and pregnant women
- People with medical conditions
- Outdoor workers
- People with limited personal resources
- People living in places that lack green spaces



Stay Cool

- Stay in an air-conditioned place as much as possible.
- If your home does not have air conditioning, go to your predesignated cool location.
- Wear lightweight, loose clothing and take cool showers or baths.
- Limit your outdoor activity. If you must work outdoors, schedule tasks earlier or later in the day.

Heat Illness	What to Look For	What to Do
Heat Cramps are muscle spasms caused by a large loss of salt and water in the body.	Heavy sweating with muscle pain or spasms	<ul style="list-style-type: none"> • Move to a cool place. • Drink water or a sports drink • Get medical help right away if: <ul style="list-style-type: none"> - Cramps last longer than 1 hour - Person affected has heart problems
Heat Exhaustion is severe and may require emergency medical treatment.	<ul style="list-style-type: none"> • Heavy sweating • Cold, pale and clammy skin • Fast, weak pulse • Nausea or vomiting • Muscle cramps • Tiredness or weakness • Dizziness-Headache-Passing out 	<ul style="list-style-type: none"> • Move to a cool place • Loosen tight clothing • Cool the body using wet cloths, misting, fanning or a cool bath • Sip water slowly Get medical help right away if: <ul style="list-style-type: none"> - Vomiting occurs - Symptoms last longer than 1 hour or get worse - Confusion develops
Heat Stroke is deadly and requires immediate emergency treatment.	<ul style="list-style-type: none"> • High body temperature (104°F or higher) • Hot, red, dry or damp skin • Fast, strong pulse • Headache-Dizziness • Nausea-Confusion-Passing out 	<p>Call 911 right away, then:</p> <ul style="list-style-type: none"> • Move to a cool place • Cool the body using wet cloths, misting, fanning or a cool bath • Do NOT give the person anything to drink

What to Do: After



Take Care of Yourself

It's normal to have a lot of bad feelings, stress or anxiety. Eat healthy food and get enough sleep to help you deal with stress.

You can contact the Disaster Distress Helpline for free if you need to talk to someone. Call or text **1-800-985-5990**.

Prepare so you can protect. | For more information, visit redcross.org/prepare | Download the Emergency App



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Hazard and Protective Actions Icons are used courtesy of FEMA and are available at community.fema.gov/ProtectiveActions/s/protective-actions-icons

WAR AND TERRORISM

Terrorism is an action or threat designed to influence the government or intimidate the public. Its purpose is to advance a political, religious or ideological cause.

War is a state of conflict between different Countries or different groups within a nation.

BEFORE

What is different. Terrorist Acts are not Natural Disasters, and such are treated somewhat differently

Based on the US Government Counter Terrorism Strategy

Prepare, Protect, Pursue, Prevent: the focus in on Prevention.

Prevention is the aim to stop people from becoming Terrorists and engaging in Terrorist Activity. By this we mean, domestic or foreign, the goal is to stop terrorism before it happens through intelligence gathering and ensuring security of all citizens. What is your personal impact on anti-terrorism? Be aware of your surroundings and should anything out of the norm present itself, contact the proper authorities. (ie. bizzare human behaviour, talking about blowing up things, threats of terrorist activity, gathering items conducive to carrying out an action deemed to be terrorist in nature)

DURING

Take direction from the proper area of jurisdiction: DEC (Dep of Environment), DHS, DPS- FBI (here its Haines City PS or Polk County Sherriif's Office, Fire Department, Health Department (DHSS) DMVA, DEED (education system)

Think of this:

We have an armory not a ¼ mile from our park, a 10 min walk. Priority site for an attack Terrorist or War, yes it sure is. Albeit it's a vehicle maintenance post, however, imagine the impact if they took it out. Those soldiers do their exercising in our park. I am certain if the US was under attack, it would be upgraded to an active military post.

We have a hospital not 7 mins away and one 15 mins away

While in the throws of an act of Terrorism or a Declaration of War , hospitals will most likely be inundated with casualties

Hwy 27 will be congested with traffic like you have never experienced

01/2025

What do you do?

Hold in Place and Secure. Keep apprised of the news via TV, radio, for updates from the respective departments.

Listen to see if there is a boil water advisory, contaminated water and food, affected agricultural products.

Check In

With family/friends ensuring they know you are safe

If any evacuations required, your Emergency Planning Representative (most likely Park Manager) will activate the Heartland RV Emergency Plan.

AFTER

It is human nature to go check out the event location, curiosity gets the better of us.

Stay clear of the areas that are affected by the event (location of event(s), Hospitals, main road arteries)

Check In

If necessary, notify your relatives as they are watching the news of your location and the incident location. Put their minds at ease. Put yours at ease as well by talking to family and or friends about the event you just experienced. You are not alone in your experience.